

Identify Usage and Challenges of CHIP Application for ASHA and ANM in Public Healthcare Delivery System

By:- Prateek Dad

Introduction

- CHIP is a unified, offline mobile health interface developed by Khushi Baby for providing healthcare service at last mile through community health care workers
- It helps in empowering community health worker, improves accountability of government officials for timely delivery of healthcare service and optimum utilization of public health resources
- It aims to provide increasing access to care, provide preventive healthcare services and enhance communication as well as coordination between community health worker

Figure 1.1: Community Health Integrated Platform (CHIP)

Source:-
www.khushibaby.org



Modules covered under CHIP application

Add household

Family
Register

Family
Planning

Reproductive
& Child Health

Non-
Communicable
Diseases

NVBDCP

Modules covered under CHIP application

Other
National
Programs

Screening
and Follow
up

Death
Registration

Vishesh
Abhiyan

ABHA

Information

Objectives of Research

- To assess the usage of CHIP application for ASHA and ANM in public health care delivery system
- To identify the challenges which are faced by the ASHA and ANM while interacting with CHIP application
- To analyze the effectiveness of app and propose a strategy to make it user friendly

Methodology

- **Research Question:-** What are the usage and challenges of CHIP application for ASHA and ANM in public healthcare delivery system
- **Study Design:-** A cross sectional small scale descriptive study was conducted in which there is no comparison group was considered while conducting present study
- **Study Setting:-** The respective study was conducted at Lasadia and Vallabh nagar block in Udaipur district of Rajasthan
- **Study population:-** Healthcare workers such as ASHA and ANM
- **Inclusion Criteria:-** Those health workers who voluntarily agreed to informed consent form was included in the study

Key Findings

Sociodemographic profile of respondents

- 41.7% of respondents was covered under age group of 31-40 years and qualified graduate or above
- 62.5% of respondents have a work experience of more than 10 years

Figure1.2: Chart showing distribution of age of respondents (n=48)

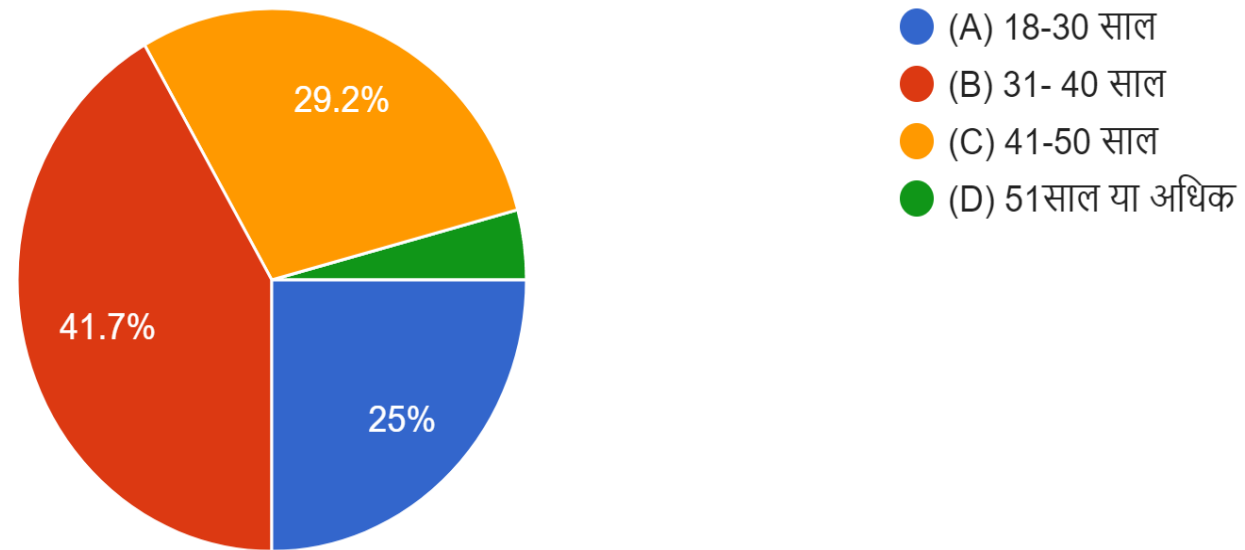


Figure 1.3: Chart showing distribution of qualification of respondents (n=48)

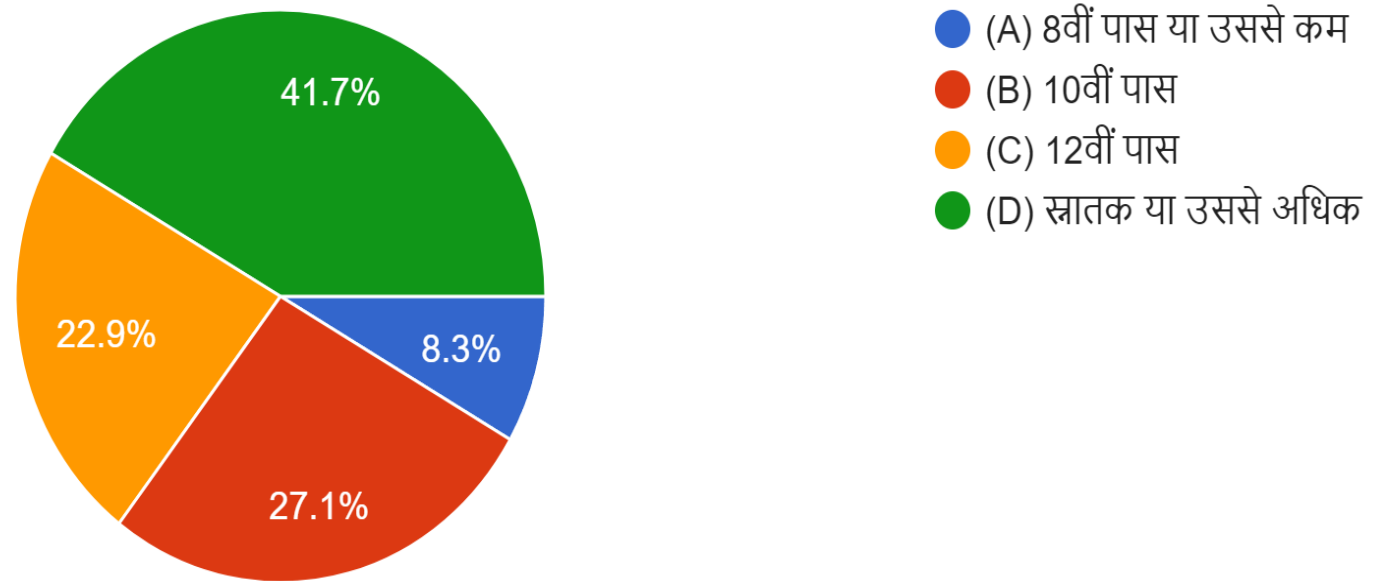
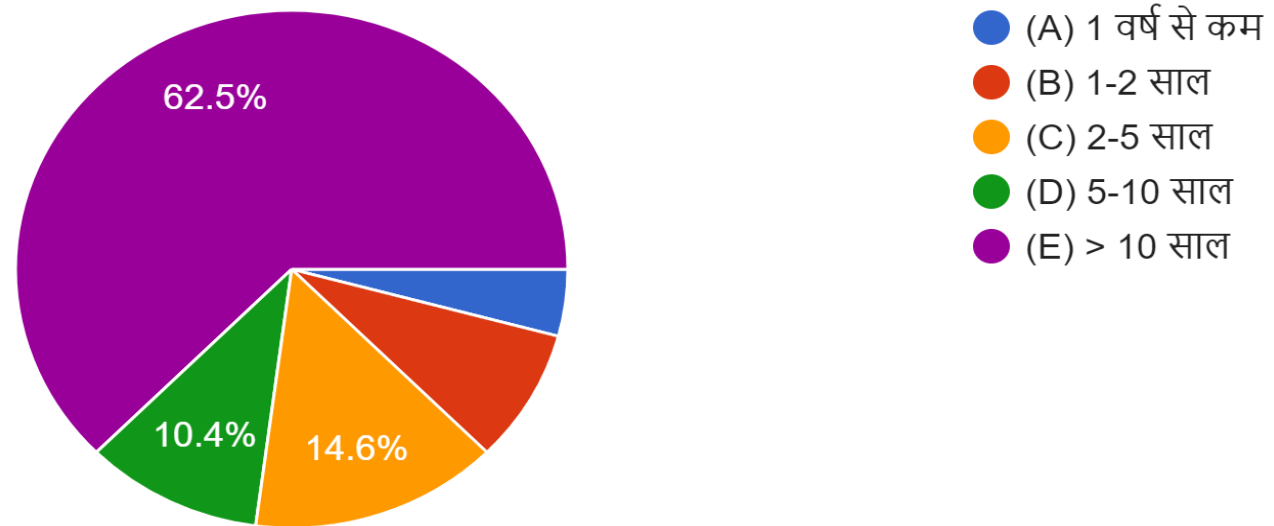


Figure 1.4: Chart showing distribution of work experience of respondents (n=48)



Application usage details of respondents

- 76% of respondents have used CHIP application themselves
- 71% of respondents have entered data first in a register then in an application
- 38% of respondents have last time used CHIP application more than one month ago
- 73% of respondents was not aware about CHIP application features
- 73% of respondents considered RCH program was a most convenient program under CHIP application

Figure 1.5: Different types of applications currently used by respondents (n=48)

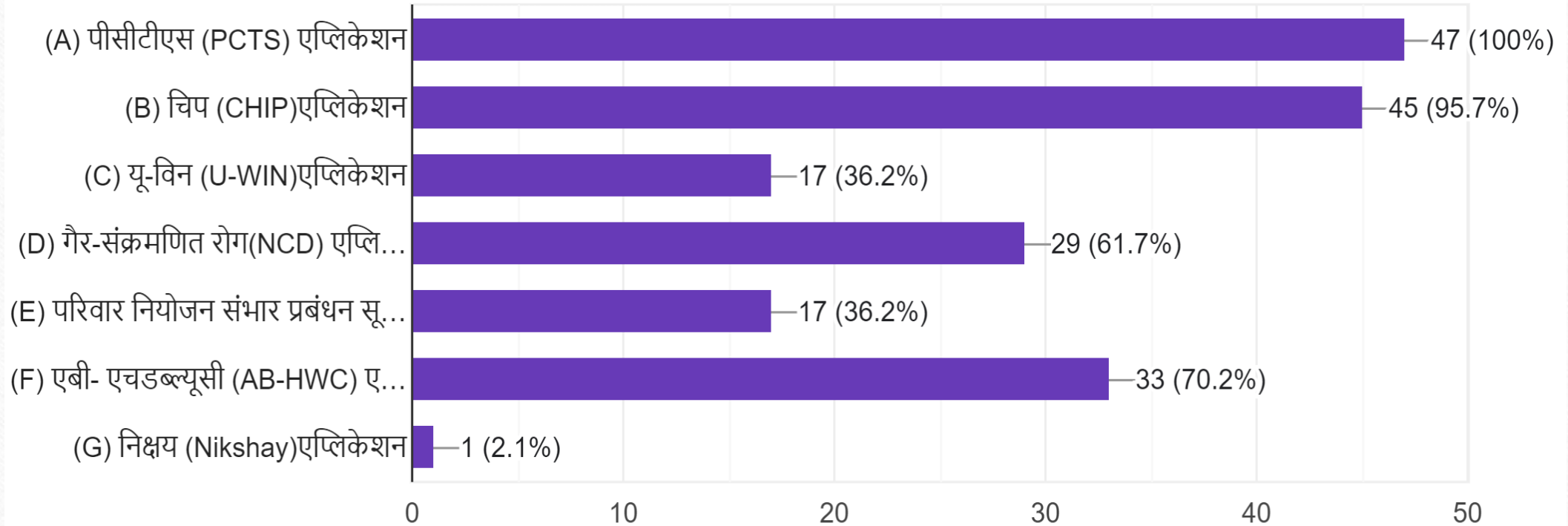
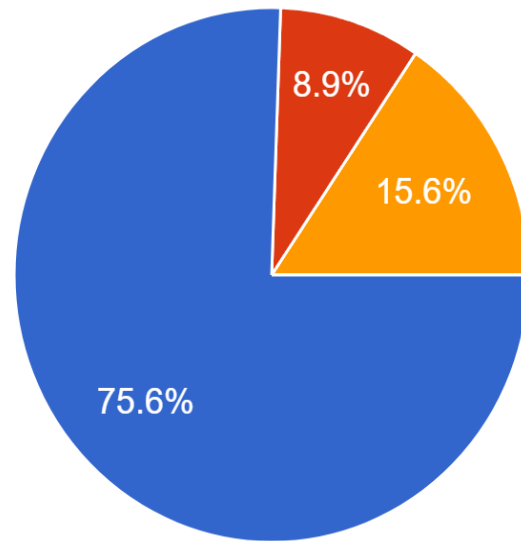


Figure 1.6: Chart showing details of who enter data in CHIP application(n=48)



- (A) हमेशा मेरे द्वारा दर्ज किया गया
- (B) अधिकतर परिवार के सदस्य द्वारा दर्ज किया गया
- (C) कभी-कभी मेरे द्वारा और परिवार के सदस्यों द्वारा दर्ज किया जाता है

Figure 1.7: Chart showing how data was entered by respondents in a CHIP application(n=48)

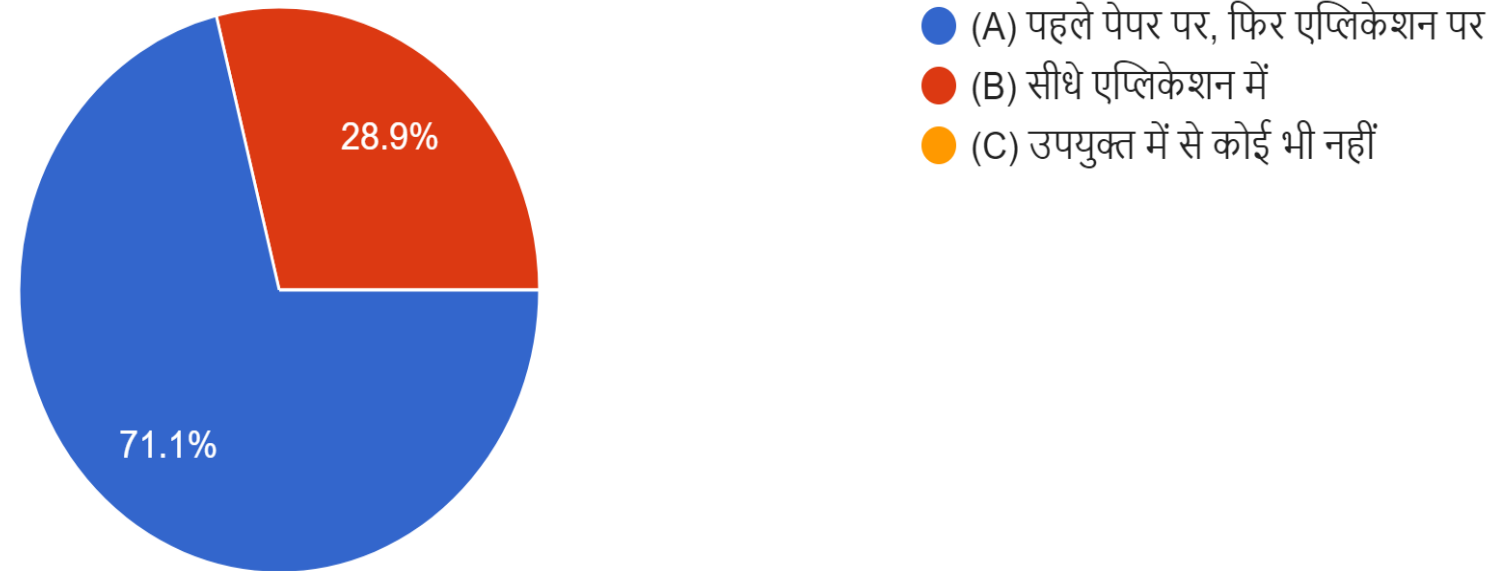


Figure 1.8: Chart showing last time usage of CHIP application by respondents (n=48)

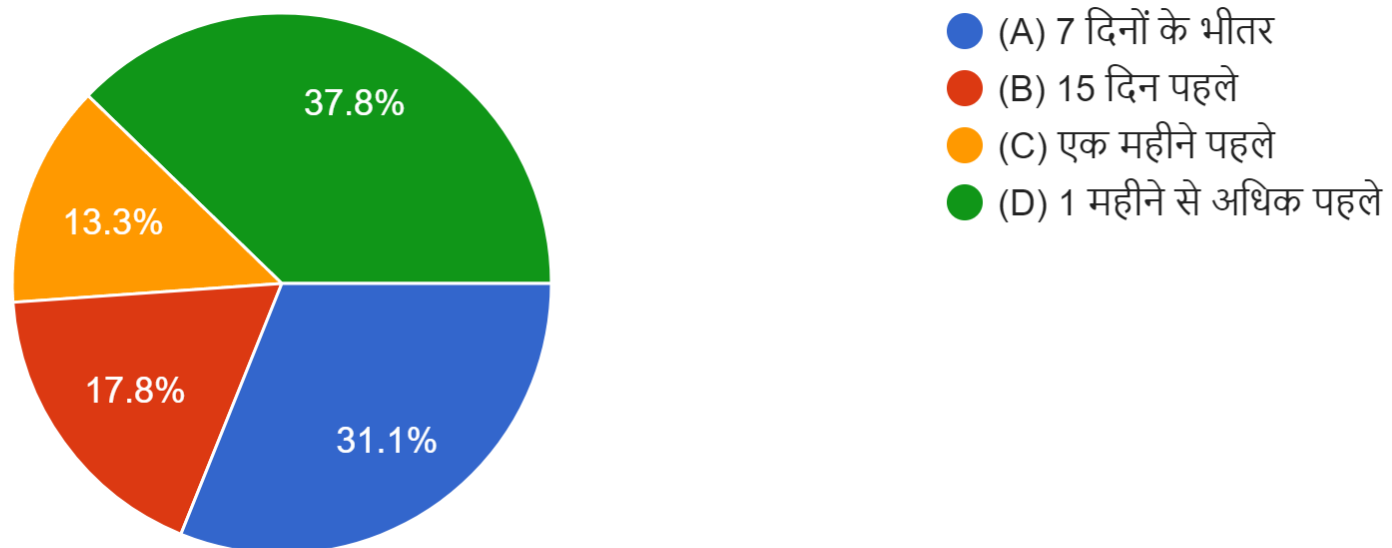


Figure 1.9: Chart showing details about usage of application features by respondents (n=48)

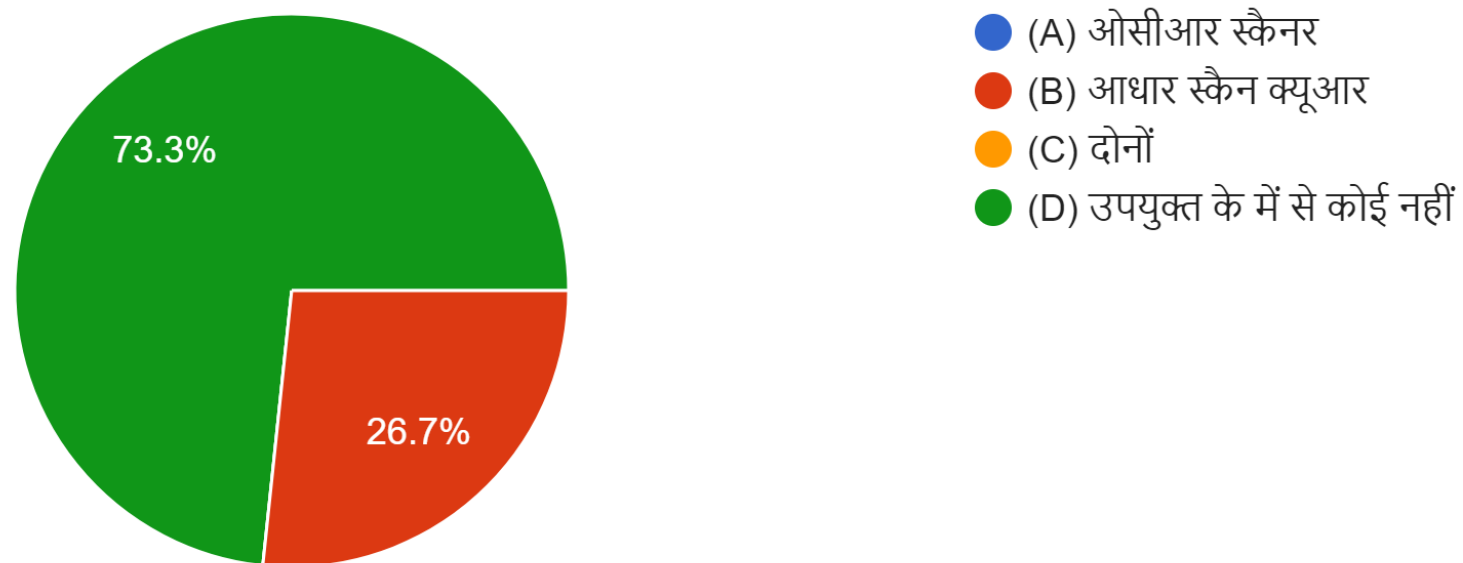
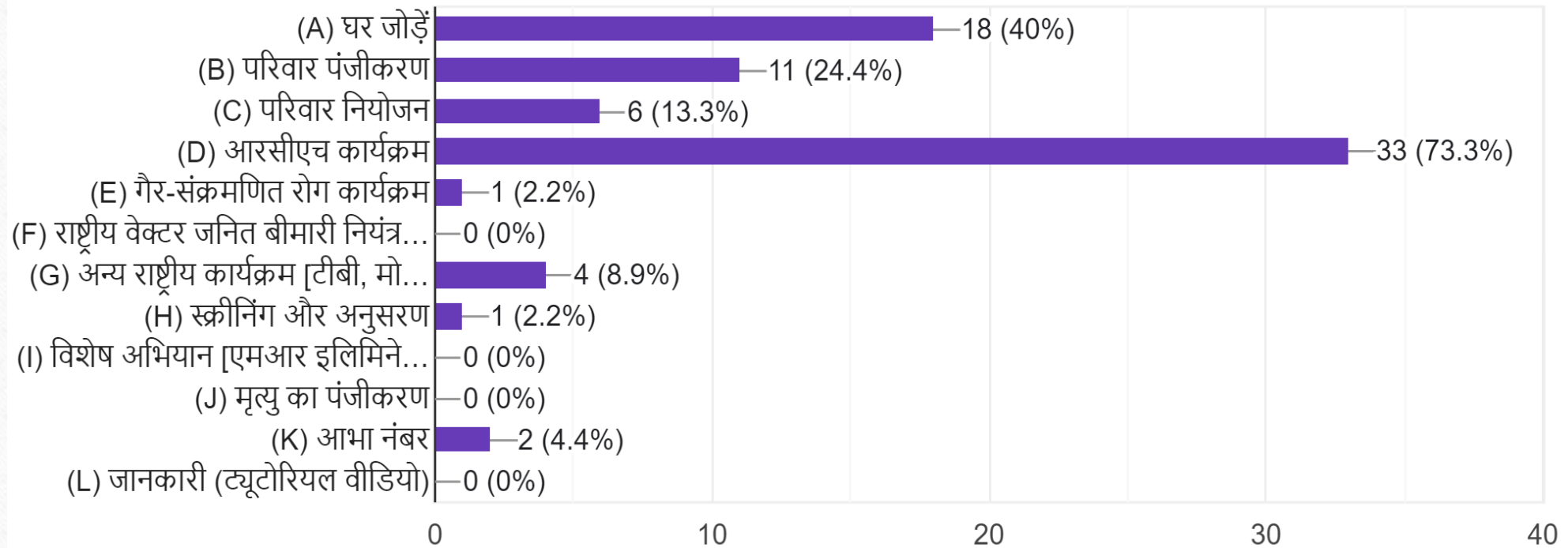


Figure 1.10: Graph showing distribution of most convenient modules under CHIP application (n=48)



Challenges encountered by respondents under CHIP application

- Majority of respondents have experienced application crash issue (62%), data syncing issue (73%) followed by battery draining issue (45%) while interacting with CHIP application
- 89% of respondents have established contact with helpline number when faced any issue

Figure 1.11: Graph showing challenges faced by respondents under CHIP application (n=48)

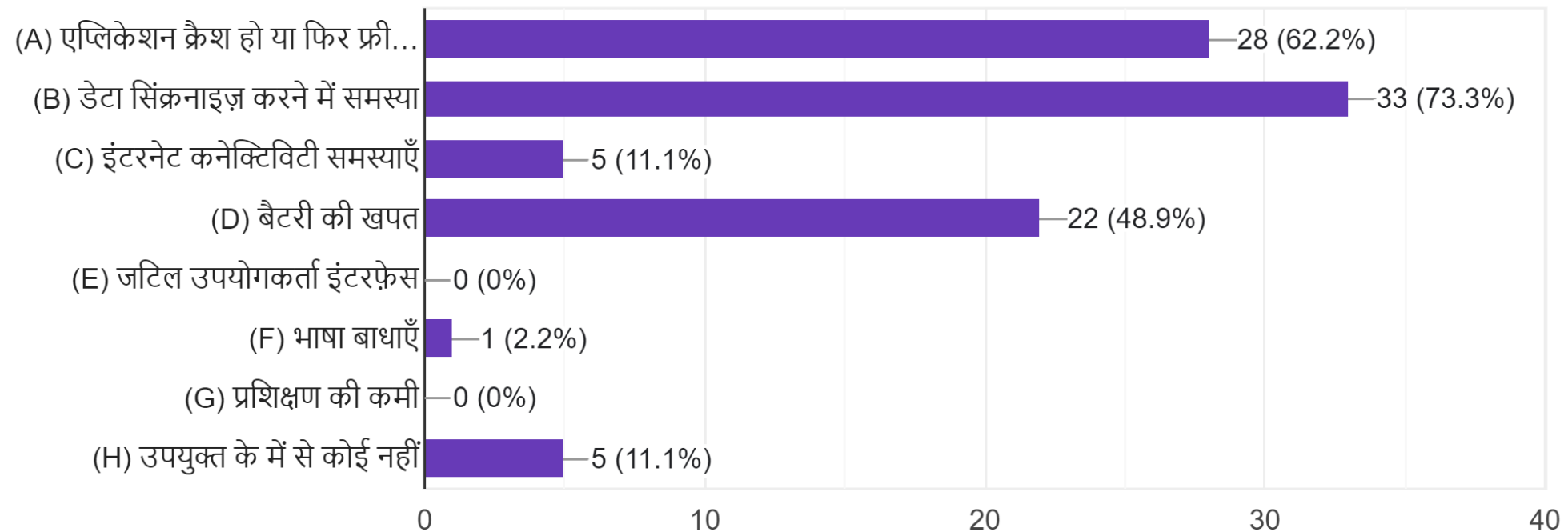
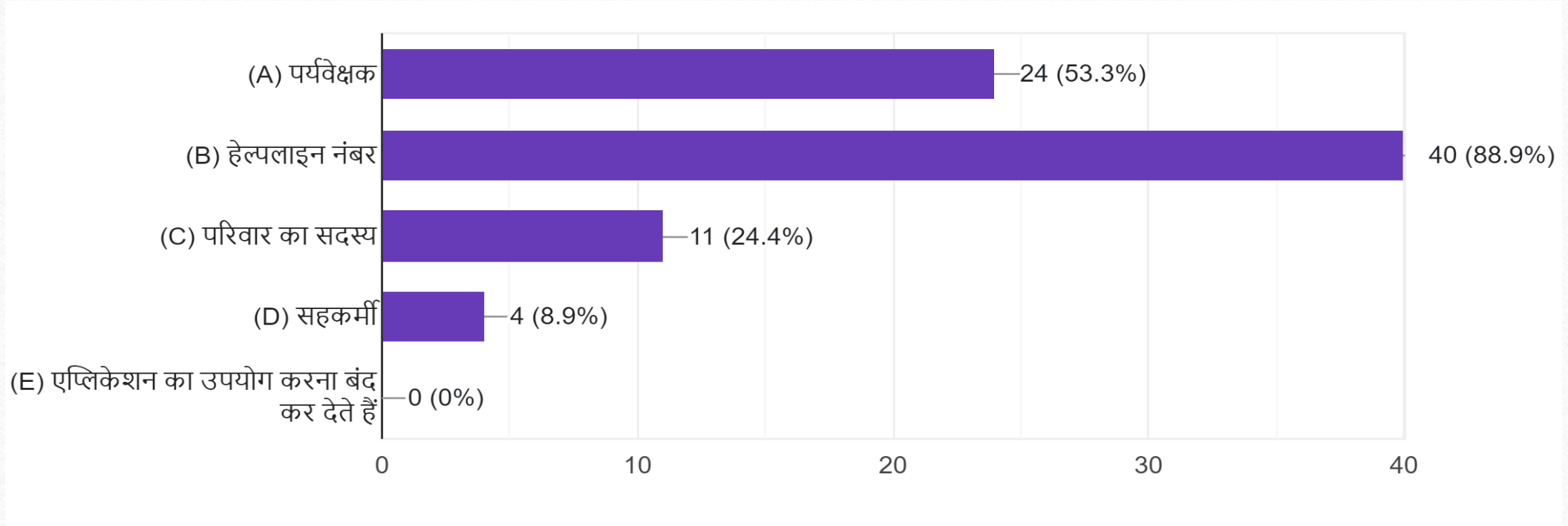


Figure 1.12: Graph showing respondents contact for guidance under CHIP application (n=48)



Recommendations

- Application crash issues:- Provide informative message to user like: Restart your device and update application at regular interval
- Battery draining issues:- Enable battery saver mode after login in an application and Disable location features once location was captured
- Data sync issues:- Use data sync feature in an area where consistent internet connectivity was available

Thank you

